Steven M. Titunik
VDOT Northern Virginia
Regional Transportation Program
Communications Director



VDOT and its partners are building \$6 billion dollars worth of transportation improvements in Northern Virginia, collectively called 'Virginia Megaprojects'









Virginia/D.C. region is one of the most congested in the nation

- 495 Express Lanes- 14 miles of new lanes to open Nov. 2012
- 95 Express Lanes-29 miles reversible Express Lanes system to open early 2015
- Telegraph Road interchange last phase of Woodrow Wilson Bridge
- Fairfax County Parkway extension (BRAC related improvements) build 1.8-mile link to be complete end of 2015
- I-95 Widening widen six miles to be complete end of 2012
- Dulles Metrorail extends Metro to Dulles Airport-23 miles new to DC metro system. Phase I: est. open Spring 2013, Phase II- est. open 2016 2016

## What are Megaprojects?

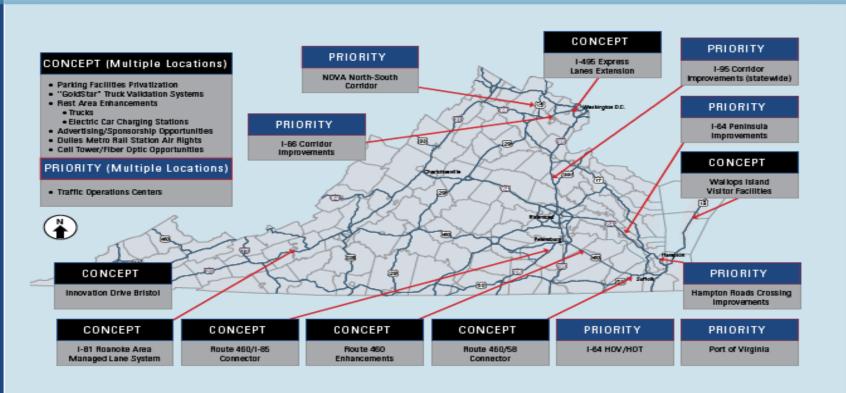
 A Federal Highway Administration classification identifying types of transportation projects distinguished by their large-scale engineering scope and cost, generally over \$1 billion or more. Megaprojects are also distinguished by their complexity and impacts on the community.

 Collectively, Virginia Megaprojects represent more than \$6 billion dollars in transportation improvements, providing travelers with more transportation choices and improved connectivity between regional interstates and major arterial road networks.



## **Public Private Transportation Act**

PUBLIC-PRIVATE TRANSPORTATION ACT (PPTA)
PROJECT PIPELINE JUNE 2012









## **Dulles Corridor Metrorail Project 2009-2013 Phase 1 At-a-Glance**

- Seamless integration with current 106-mile Metro system
- 23-mile extension that branches off existing Orange Line after East Falls Church Station, providing direct connections to DC without transfers
- 11 new stations
  - Phase I-5
  - PhaseII-6
- Phase 1: East Falls Church to Wiehle Avenue in Reston; est. open: 2013
- Phase 2: Wiehle Avenue through Dulles Airport to Ashburn; est. open 2016

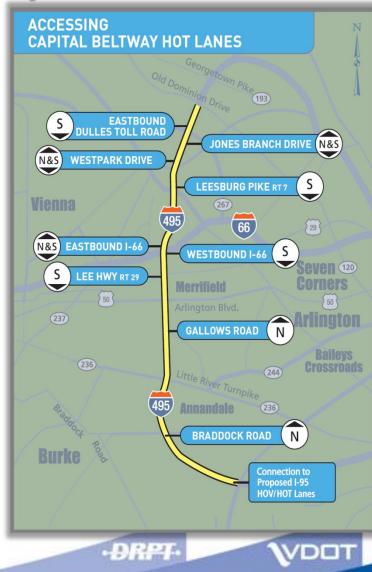




## **1-495 High Occupancy Toll Lanes**

# Overview: 2008-2012 will open in Nov

- Two added express lanes in each direction- 14 miles
- Bus/Carpool/HOV-3 lanes on the Beltway for the first time
- Seamless connection with existing HOV
   Service I-395/I-95, I-66, and Dulles Toll Rd
- Toll option for motorists needing reliable travel time
- Replace \$260 million of aging infrastructure over Beltway





### I-95 Express Lanes 29 miles 2012-late 2014

- Expand existing HOV lanes from 2 to 3
   lanes for 14 miles between Edsall Road
   area on I-395 to Prince William Parkway
- Improve the existing two HOV lanes for six miles from Prince William Parkway to Dumfries Road
- Build 9-mile extension of existing HOV lanes from Dumfries to Garrisonville Road in Stafford County
- Add new or improved access to and from HOV/HOT network at key interchanges



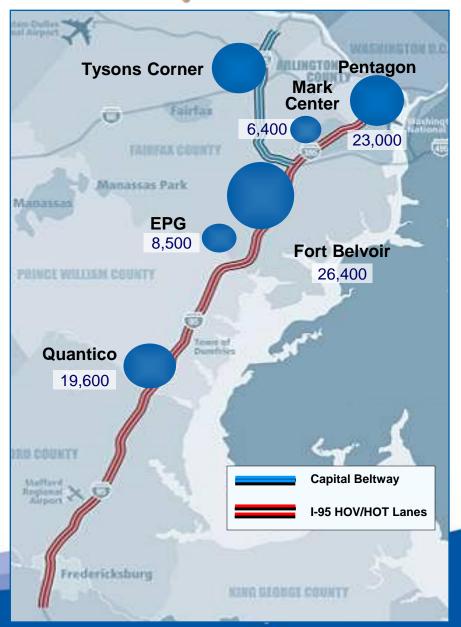






## **BRAC - National Security**

- I-95/395 is an important and unique corridor because it serves current and future military bases.
- It serves five major DoD facilities:
  - Pentagon
  - Fort Belvoir Mark Center at Seminary Road
  - Fort Belvoir Main Post
  - Fort Belvoir North (EPG)
  - Quantico
- Combined, they will employ 84,000 people.



#### Did You Know...

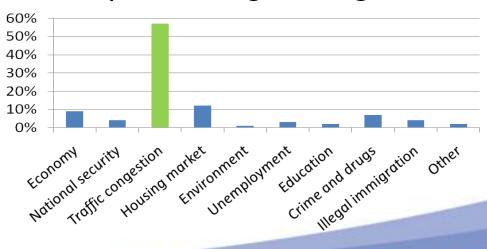
- More than 1 million vehicles pass through Megaprojects' work zones ...every day.
- Two 500-ton segmental launching gantries operated simultaneously within or over VDOT's ROW on the Dulles Metrorail project – the first time it's ever been done in the U.S. and in the same 495 Express Lanes Project area (sand box). Over 250,000 vehicles travel in this corridor each day
- Full Beltway closures to accommodate 495 Express Lanes construction after midnight. Over 1,000 w/detours coordinated with state/ local police, and emergency services.
- Megaprojects staff has processed over 15,000 lane closure requests, (250 per week, 35 a night).
- Northern Virginia is home to the Federal Government, National Military Command Structure, and High Tech Defense and Telecommunications Corporations.
- Northern Virginia ranks as number 2-most congested regions
- Tysons is the 12<sup>th</sup> largest CBD (Central Business District) in the country
- Almost 1/3<sup>rd</sup> of Virginians live in NoVa. 8 million Virginians 2.6 mil. live in NoVa.
- Fairfax County has more companies in the Fortune 500 than do 34 states
  - Federal contracts in Fairfax County greater dollar value of any U.S. county \$23.3 bil.

# **Congestion Crisis**

- Washington, D.C. ranked 1<sup>st</sup> in worst traffic congestion in U.S.
- Each year, the average Washington commuter wastes over 3 days a year in their cars - 74 hours per year
- Beltway 3rd most congested roadway in the U.S.



#### **Top Issues Living in DC Region**



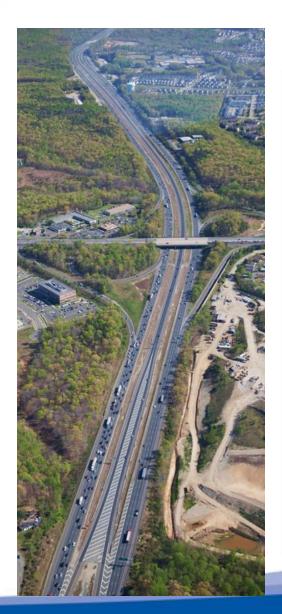
Source: Texas Transportation Institute 2011 Annual Urban Mobility Report











# 95 EXPRESS LANES PROJECT:

TRANSPORTATION
MANAGEMENT
PLAN OVERVIEW

Mitigating the Impacts





## The TMP:

#### The TMP Goals:

- Ensure public safety,
- Provide a high level of mobility,
- Offer reliable information so travelers can better plan their trips throughout the construction zone.

The TMP focuses efforts in four broad strategy groups to mitigate construction-related congestion:

- Traffic Operations and Incident Management
- Transit and Transportation Demand Management
- Local Network Operational Enhancements
- Communications and Outreach

#### 95 TMP GOALS & OBJECTIVES **OBJECTIVES GOALS TMP STRATEGIES** PERFORMANCE MEASURES MINIMIZE TRIPS BY PROVIDING ALTERNATIVE RESPONSE TRAVEL TIME NEW TELEWORK TRAFFIC OPERATIONS / FORMS OF TRANSPORTATION AND PROMOTING DELAY **PROGRAMS** TIME INCIDENT MGMT RIDESHARING AND OTHER TDM STRATEGIES E-NEWS AND NUMBER OF MINIMIZE CONSTRUCTION-RELATED DELAYS MINIMIZE TRAVEL IN TRANSIT **TDM & TRANSIT STRATEGIES BRIEFING AND** ON ROADWAYS WITHIN THE UPDATE THE WORK ZONES RIDERSHIP CONSTRUCTION ZONE BULLETINS PRESENTATION PROVIDE ADDITIONAL CAPACITY THROUGH CLEARANCE **VAN RIDERSHIP ENHANCED TRANSIT SERVICES OR** COMMUNICATION STRATEGIES TIME RIDESHARING MEASURES NUMBER OF SPOT RESPONSE INCIDENTS **IMPROVEMENTS** MAXIMIZE WORK ZONE TRAFFIC MANAGEMENT LNO STRATEGIES TIME **OPPORTUNITIES** KEEP THE CONSTRUCTION SAFE FOR TRAVELERS AND ENHANCE CONSTRUCTION-RELATED NUMBER OF WORKERS TRAFFIC OPERATIONS / CLEARANCE **EMERGENCY PREPAREDNESS EMERGENCY** COMPLAINTS/ INCIDENT MGMT RESPONSE, AND INCIDENT MANAGEMENT ON TIME REQUESTS ROADWAYS WITHIN THE CONSTRUCTION ZONE **MAXIMIZE OUTREACH OPPORTUNITIES** NUMBER OF E-NEWS AND BRIEFING AND COMPLAINTS/ UPDATE PRESENTATION **KEEP A WIDE RANGE** REQUESTS BULLETINS **ATTENDEES** LNO STRATEGIES LEVERAGE MEDIA BY PROVIDIG A SINGLE **OF AUDIENCES** INFORMED ON POINT-OF-CONTACT CONSTRUCTION NUMBER OF **EARNED MEDIA** NUMBER OF **BRIEFING AND** RELATED IMPACTS AND **PLACEMENTS** WEBSITE PRESENTATION TRAVEL OPTIONS UTILIZE INNOVATIVE TECHNOLOGIES TO COMMUNICATION STRATEGIES **VISITORS** DISSEMINATE CONSTRUCTION-RELATED INFORMATION TO THE PUBLIC TRANSIT TRAVEL MAINTAIN CURRENT SPEEDS AND TRAFFIC LANES INCIDENT RIDERSHIP TIME ASSISTS ON ROADWAYS WITHIN THE CONSTRUCTION DELAY MAINTAIN FLOW OF CREATE OPPORTUNITIES TO COORDINATE TRIP INCIDENT CONGESTION MANAGEMENT PLANNING WITH TRAFFIC IN THE REDUCTION CLEARANCE OTHER ROADWAY CONSTRUCTION PROJECTS TRAFFIC OPS / **CONSTRUCTION ZONE** LNO THAT MAY BE OCCURRING WITHIN THE SAME INCIDENT MGMT TIME AND ON THE NEARBY **TIME PERIOD** ARTERIAL NETWORK SPOT MINIMIZE TRIPS BY PROVIDING ALTERNATIVE **IMPROVEMENTS** FORMS OF TRANSPORTATION AND PROMOTING RIDESHARING AND OTHER TDM STRATEGIES FOR TRAVEL TO AND THROUGH TYSONS

#### 2008-2015 Total TMP Budget

- 97 mil strategic communications
- Public outreach share 24 mil







# **Local Network Operations Strategies**

TMP Goal: Maintain the flow of traffic on the nearby arterial network.

TRAFFIC ENGINEERING

TRAFFIC MANAGEMENT

**LNO STRATEGIES** 

HOT SPOTS & NETWORK ANALYSIS









# Traffic Operations Strategies TMP Goal: Keep the construction zone safe for travelers and workers and maintain traffic flow on the nearby arterial network.

COUNTY POLICE

TRAFFIC SIGNAL UPS

PORTABLE CMS

TOC OPERATOR

TO/IM STRATEGIES

**CCTV CAMERAS** 

SAFETY SERVICE PATROL

VIRGINIA STATE POLICE

MOVE-IT SIGNS

511

**INSTANT TOW** 









# Transit/TDM Strategies TMP Goal: Minimizing traffic in the work zones.

**EXPRESS BUS** 

NURIDE CARPOOL INCENTIVES

**TELEWORK** 

TDM AND TRANSIT STRATEGIES

**SHUTTLEPOOL** 

VANSTART/ VANSAVE VARIABLE WORK HOURS

**MEGABENEFITS** 

SUBSCRIPTION BUSES GUARANTEED RIDE HOME

· DRPT







#### **Dulles Rail on Track**



#### **I-95 Widening Complete**

Improvements Planned For Mark Center

#### **Communications Strategies**

TMP Goal: Keep a wide range of audiences informed on traffic related information and minimizing traffic in the work zones.

**PUBLIC INFO &** COMMUNITY OUTREACH

**ADVERTISING** 

COMMUNICATION STRATEGIES



WEB SERIVICES

SURVEY & RESEARCH

TRANSIT MARKETING







# Megaprojects Public Affairs/Communications Outreach Toolbox in action





# **Communications Challenge**

- Massive construction in one of the nation's most congested and high-profile regions, with steady growth despite weak economy
- Complex project structure and funding involving stakeholders from several government and privatesector sources
- Millions of people feel the impact every day, with construction hitting its maximum pace starting in 2010
- Tysons Corner, prominent business center, is in middle of construction where Dulles Metrorail and HOT lanes converge
- Cutting through the information clutter in a media-rich environment
- Audience on an individual basis: Low unemployment + highly educated (well paid) = high expectations + low tolerance for pain; Steve's "1040 factor"
- Motorists are stressed out as it is, and construction adds even more to the stress.



Roads in Northern Virginia are congested eight hours out of every day





# Goals, Objectives, Measures

#### Overarching goal

 Build public awareness, understanding and acceptance of construction impacts and projects, leading to public support of transportation improvements and safe, efficient travel through project work zones

#### **Objectives**

- Provide timely, relevant and accurate information
- Be proactive and responsive to community needs and request for construction impacts
- Show project benefits
- Multiple media and communication support plan

#### **Measures**

- Increase public awareness this awareness leads to better understanding and support
- Unify messaging under Virginia Megaprojects as a brand for all projects to simplify information dissemination to all audiences – recognition leads public to information sources VDOT controls
- Încrease Web traffic to <u>VAmegaprojects.com</u> plus closure-alert sign-up activity during key closure timeframes



# Layered Communication Process Is Critical For Success

Advertising - Radio, television, newspaper, direct mail, billboards, gas pump covers, exhibits, displays

New Media – Twitter, Facebook, YouTube, Customer Relations Management (CRM), Phase III Megaprojects website, Blog, Desktop Widget

Public Information - Web site, information center, Customer Relationship Management, Newspaper/print info

Public Outreach - Meetings, townhalls, breakfast leaders briefings, slugger breaks

Public Affairs - Events, tours, media relations, crisis communications

Employer Outreach - briefing meetings, townhalls, webinars

Internal Communications - E-mail updates, presentations, quarterly meetings, Web

Research - Surveys, analysis, focus groups (gauge information needs and effectiveness of communications)

"What is Effecting Me Now?"

Increased

awareness = right

attitude and
behavior







# 10+ Years Of Consumer Research 10 Guiding Principles

- 1. Project-related communications start with <u>Customer Needs</u>.
- 2. Construction projects impact commuters' sense of Control and Well-Being.
- 3. Project-related communications have a MANDATE: <u>The Public Wants To Know!</u>
- 4. Project-related communications must reach **Everywhere**.
- 5. Project-related communications much include Everyone.
- 6. With project-related communications, it's all about "What's in it for me?"
- 7. With project-related communications, <u>Awareness & Familiarity</u> drive project support.
- 8. With project-related communications, Accuracy & Timeliness matter.
- 9. With project-related communications, communication is a <u>Two-Way Street</u>.
- 10. With project-related communications, there's Never Too Much Information.

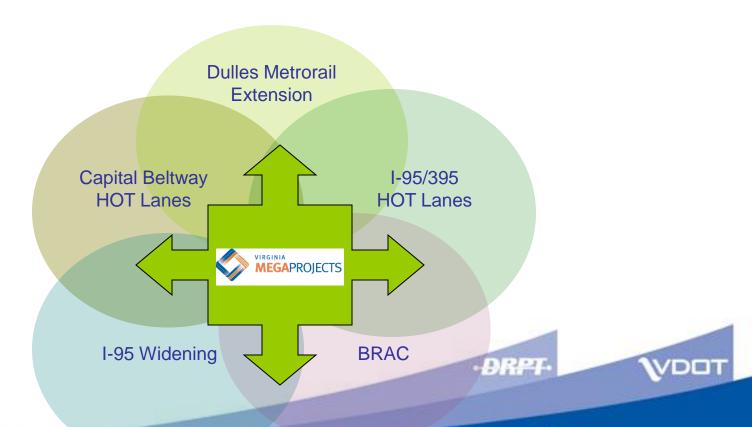
Source: Combined SIR resident and commuter studies for VDOT and DRPT.





#### **Unified Communications Planning**

Virginia Megaprojects is a consolidation of five individual major constructions projects designed to bring congestion relief to northern Virginia. Communications to the target audience must occur across two, three or even all five projects - requiring a unified plan seamless to the motorist



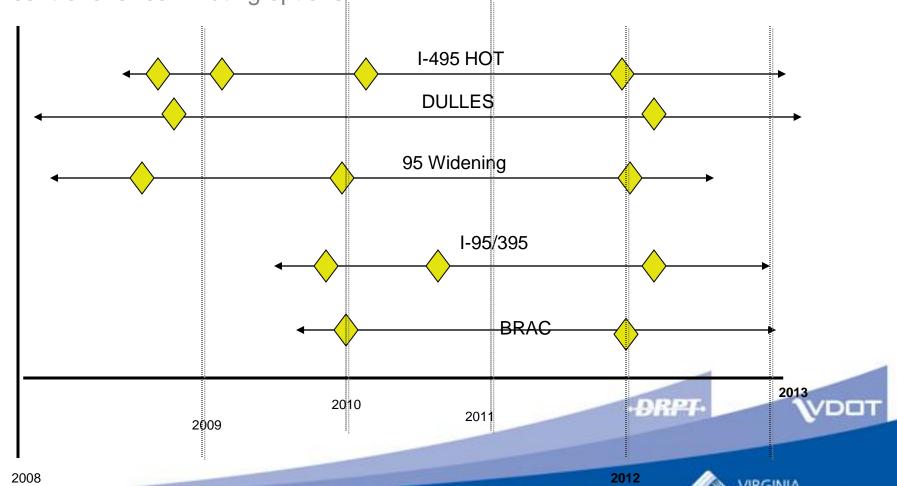


#### **Impacts ALL Motorists in Northern Virginia**



= Significant Project Milestones/Impact on Motorists

Research shows that communication is critical to awareness and ultimately satisfaction with VDOT about the information needed provide motorists with control over commuting options.



#### **Public Affairs/Communications**

#### **Overview**

- Focused on community outreach and media relations to inform more than 1 million daily corridor travelers and over 800,000 directly impacted residents and businesses.
- Megaprojects has held over 3000 stakeholder meetings to date, about 52 a month
  - Over 50 countries have visited the Megaprojects program through international transportation delegations

#### Audiences include:

- Residents
- Motorists
- Businesses
- Elected Officials

#### Outreach Toolbox:

- Website/Electronic communications
- Social Media
- Media: print, radio, television
- Stakeholder meetings/events
- Elected Official briefings
- Direct impact door-to-door
- Employer Solutions
- Goal: Provide 24/7 communications 703-928-6569









# Public Affairs/Communications How we communicate

- Program Management
- Public Information Officers
- Lane Closure Coordinator
- Electronic/Social Media Specialist
- Earned Media Outreach
- Marketing/Advertisement
- Community/Government Affairs
- Research Specialists
- Website/Content Managed System
- Travel Information Displays
- Broad talent pool
  - Soup-to-nuts operations
  - Highly Flexible staffing
  - Staffing for project duration only
  - Five full time staff members oversee day-to-day operations













# **Approach**

**Media relations**: daily interviews, briefings, releases, fact sheets



Megaprojects research
supports an integrated
communications approach to
reach a broad,
targeted audience:
commuters, residents,
businesses and officials

**Public outreach**: More than 150 events/meetings held this year, various collateral support created for each





**Special news supplement:** 500,000 households reached three times annually



Real-time traffic info displays: located in Tysons Corner mall where 2 million shoppers visit each month







#### **Media Relations**



Spring officials/media briefing



HOT lanes media update



Fairfax County Parkway ribbon cutting

# Megaprojects is a leading newsmaker in Northern Virginia

Spring public officials/media briefing Events (ribbon cuttings) On-site media interviews/briefings before major road closures and milestones Daily media calls Weekly lane closure alerts Special bulletins Feature releases, media packets Regularly covered by Washington Post and all major radio and commercial TV stations in Northern Virginia as well as regional blogs National trade associations,

magazines and other media also

DRPT

covered







Construction at five major road projects could add more minutes to your commute.

# Megaproject News inserted in over 500,000 local newspapers along the 95/495 and 395 corridor











#### **Governor McDonnell Announces Contract to Build 95 Express Lanes**

n July, Gov. Bob McDonnell announced that the of construction and operations. The agreement sets the Virginia Department of Transportation (VDOT) framework for a long ousiness relationship. Con entered into a comprehensive agreement and reached truction is expected 12 and be complete financial close with a group of private-sector compa by late 2014. nies to build approximately 29 miles of express lanes The project will, on I-95 from Garrisonville Road in Stafford County to Occupancy Vehic Edsall Road in Fairfax County. Construction on the sall Road and go \$925 million project began in early August. "This is a historical day for transportation and the lan

economy in Virginia," said Gov. McDonnell, "In page 1 495 Express Lanes Offers Two Weeks Toll-Free nering with the private sector, VDOL nearly \$1 billion dollars in cope heavily traveled Northern taking bold action 95 Express Groundbreaking an educational campaign for the 495 Express Lanes, drivers who A educational campaign for the 495 Express Lanes of verse verses Lanes Lan ZPass account and get an EZPass or EZPass fix the value of traver on the Express Fiex in value of the Express Lanes. And the Express Lanes. Ceceive two toll-free weeks of travel on the Express Lanes.

Vallic gridlock, said Tim Sleinhilber, Transurban's gener. Adflic gridlock, said Tim Steinhilber, Transurban's feneral Partr and LLC (a We want ay drivers to be prepared to lake and the first step is to get an E-Fluor E the Pub Option and the first step is to get an Eto establish for two Weeks of Old-free

An E-Dase can he found at eand purchase a partner nville Road

K and Ride Lot Opens in Prince William

Thursday, September 6, Phase I of a new VOOT Park and Ride William County, expanding Thursday, September 6, Phase I of a new VDOT Park and Ride VID Par

a englole for two weeks or tou-free

as a can be found at ecoassiva con: To

#### Over Sched Corrid

investme

Tanne Cornouting options or involve in rince William County, expansions of feath more to read more lockers, but shelf wrother taveled the shelf with the she Corridor. The completed of will ultimately provide 729 parking and bus pick ur S tretching nearly 2,000 miles there to read more.

S tretching nearly 2,000 miles to here to read more to read more. he country, Mon, cially around Northern Virgy stant upgrades and mainted bulles Access Ram-

Express Anes PHASE idor, crews are he Express Lanes s and toll gantries will In late summer, motorin the new lanes, testing installed this past year. estation plan is scheduled and fall of 2013 to landridor. The Virginia General om the Fairfax County Board of million in funding to prepare dor-wide plan.

995





#### **Online Communications**

- VAmegaprojects.com is THE call to action for all project information
- The public signs up for weekly updates or asks questions directly through the homepage
- Media have an online newsroom to access videos, releases and other collateral
- Real-time traffic and project Info transmitted to video displays in Tysons Corner mall







#### **Local Trade and National Media**

Eight major stories and 35 news briefs published for more than \$200,000 in earned media value



## **Advertising**

#### -When Absolutely Necessary-

Paid placements support media relations and public outreach by increasing the reach and frequency of messaging for critical times when construction impacts are significant -- highlighting safety and closure details











# **Community, Employer Outreach**

More than 150 meetings, events, public official and media briefings, and transportation fairs held in from May 2011-April 2012 for specific audiences most affected by construction. More than 250 public meetings held mostly at night and on weekends.





Employer Solutions Team specifically targets Tysons businesses most affected by construction



Neighborhood meetings, briefings to small groups and international visitors



'Keep Tysons Moving' event for major employers at Capital One Headquarters





# Results

Media relations and events yielded far-reaching coverage, valued at more than \$200,000 in earned media value	•WIDESPREAD media coverage - fair and balanced •Washington Post published emergency alerts nearly word for word •May 2011-April 2012: Eight major stories and 35 news briefs – more than \$200,000 in earned media value
Advertising and marketing reached millions of commuters	<ul> <li>More than 10 million impressions</li> <li>Radio ads targeting key closures helped reduce significant back-up potential</li> <li>Website visits increased by 100 percent during paid media flights, resulting in a 30 percent increase in sign-ups for alerts</li> </ul>
Public, community and employer outreach targeted individuals and large groups	More than 150 meetings, events public official and media briefings and transportation fairs
Awareness goals achieved	<ul> <li>Overall awareness increased to 88 percent for the most impactful project - 495 Express Lanes (formerly I-495 HOT Lanes)</li> <li>Awareness doubled for Virginia Megaprojects as a collective group of projects to improve transportation, resulting in project support increase for each of the projects</li> <li>Those aware of Virginia Megaprojects more likely to support projects</li> </ul>
Web site visits to VAmegaprojects.com exceeded goals	Web visits increased by more than 80 percent in 2011 as compared baseline year when the site launched
Communications supported VDOT's priorities on safety and moving traffic through work zones as efficiently as possible	<ul> <li>Traffic moved as smoothly as possible during the major construction events</li> <li>Washington Post praised project safety</li> </ul>

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#### Stay Informed-Know Before You Go www.VAmegaprojects.com 1-877-959-5222 Megaprojects



Washington Nationals Manager Davey Johnson T-Shirt night ·DRPT-





# Vamegaprojects Funniest Moments





# What's wrong with this picture?

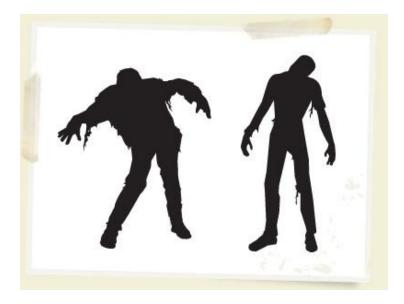






### Communications





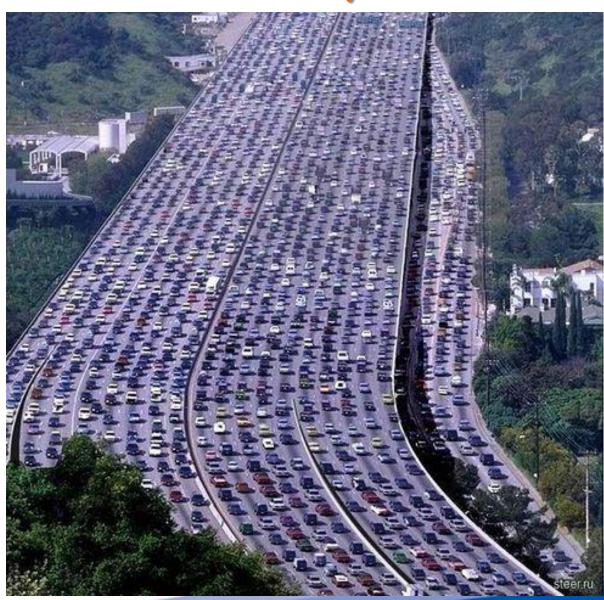
"We have had some zombie sightings," joked Steven Titunik, a spokesman for the Virginia Department of Transportation. "Normally we don't get them up past North Carolina, but with global warming, who knows?"

Washington Post





# Build it and they will come?







# Bridge repair at it's finest.







Not a great place for a water fountain.



DRPT.



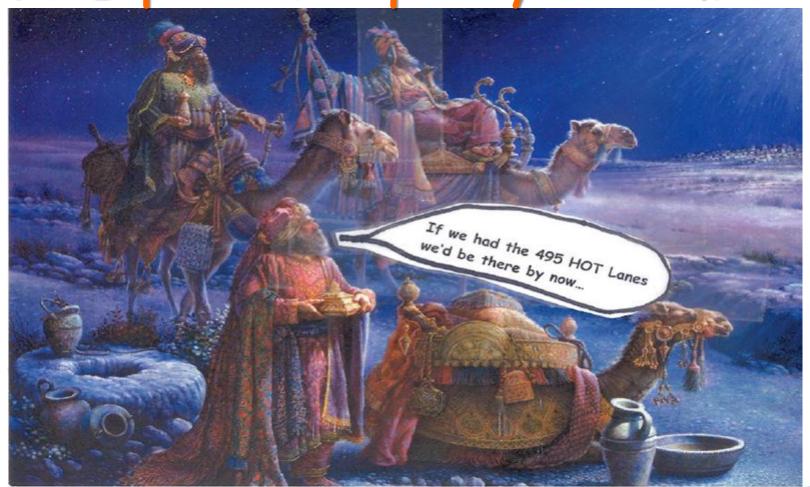


# Working with the local community...





495 Express will open by Christmas!!



DRPT



